



Your Single Source For Long-Term System Reliability

Siemens Building Technologies, Inc. is a leading single-source provider of cost-effective facility performance solutions for the comfort, life safety and security of some of the most technically advanced buildings in the world. Our mission is to create outstanding customer value by making buildings safe, comfortable, productive and cost efficient. Our Advantage Services® portfolio of performance services is designed to help you meet the challenges of aging buildings and equipment, tightening budget constraints and changing technology. Advantage Services provides the services that are right for you — ensuring a high level of system reliability while keeping your costs low.

Tailored to Meet Your Needs

Our Advantage Services offers a combination of plans and packages that can be customized for your unique needs. With four plan levels of service — ranging from Platinum to Bronze — we offer options in response time. Further customization comes through the selection of one of three package options — ranging from Performance Plus to Performance Inspection. Packages are available for each of the major building system types — building automation, HVAC, security and fire and life safety. When the selected plan is paired with a specific system service package, the result is a tailored service program that helps you manage the total cost of ownership for your facility.

Our process for developing service agreements combines our experience, operational know-how and product knowledge with input from your staff to gain insight into your business operations. Advantage Services experts will work with your staff to identify your service goals and then develop a program with the service package and plan level that meets your demands for responsiveness, support and cost predictability. Local Siemens experts implement your tailored service solution.

Our goal is to constantly look for ways to improve the performance of your facility while keeping your costs low. We concentrate on improving your building's performance, so you can concentrate on managing your business.

Advantage Services®

Capabilities Overview

Building Technologies

SIEMENS

Advantage Services Plans

Platinum	Gold	Silver	Bronze
Designed for customers who experience serious business interruptions if their critical building systems fail.	Meets the needs of customers seeking a partner to ensure dependability and high reliability from their systems. It helps customers plan, budget and control their operating costs.	An economical choice for customers who want reliable backup support for their maintenance staff so they can minimize the downtime of building systems and equipment.	Designed for customers who need occasional expert support for their maintenance staff. It also meets the need for specific services where the expertise of Siemens staff is required.
8-hour onsite response for non-emergency ¹ 4-hour onsite response for critical components ² 2-hour response for emergency online phone response ³ 24x7 hours of service ⁴ 24x7 window for call handling ⁵	24-hour onsite response for non-emergency ¹ 4-hour onsite response for critical components ² 2-hour response for emergency online phone response ³ 24x7 hours of service ⁴ 24x7 window for call handling ⁵	Next regularly scheduled Siemens business day onsite for non-emergency ¹ Next regularly scheduled Siemens business day for critical components ² 4-hour response for emergency online phone response ³ M-F regular Siemens business day hours of service ⁴ 24x7 window for call handling ⁵	No covered response time ^{1,2,3} No covered hours of service ⁴ 24x7 window for call handling ⁵

1. ONSITE FOR NON-EMERGENCY – Siemens will provide this service between scheduled service calls and respond within the stated period once receiving notification of a non-emergency condition, as determined by the customer's staff and Siemens. Non-emergency conditions are failures at an individual component level resulting in minimal impact to the overall operation of the facility.

2. ONSITE FOR CRITICAL COMPONENTS – Siemens will provide this service between

scheduled service calls and respond within the stated period once receiving notification of a critical emergency condition, as determined by the customer's staff and Siemens. Critical emergencies are failures at a system or panel level and would result in the loss of the entire section of a building or place the facility at high risk.

3. EMERGENCY ONLINE PHONE RESPONSE – System and software troubleshooting and diagnostics will be provided to enable faster response to emergency service requests and to

reduce the cost and disruptions of downtime. Siemens will respond upon receiving notification of an emergency as determined by your staff and Siemens. Where applicable, Siemens will furnish and install the necessary online service technology to enable us to remotely access your system, through a dedicated phone line or internet connection that will be provided by the facility. If remote diagnostics determine a site visit is required to resolve the problem a technician can be dispatched. Depending on your

contract coverage, the onsite dispatch will be covered or be a billable service call.

4. HOURS OF SERVICE – Time period during which services are performed. Time outside hours of service is billable.

5. WINDOW FOR CALL HANDLING – Siemens is accessible for managing calls 24x7.

Services not included are available at hourly billable rates.

Advantage Services Packages

PERFORMANCE PLUS	PERFORMANCE	PERFORMANCE INSPECTION
The Performance Plus package provides the most robust coverage of services for customers requiring a reliable partner that will keep their systems operating at peak performance.	The Performance package offers a higher caliber of service than most plans, relieving your staff of many maintenance responsibilities and providing preventive services needed to reduce system downtime.	The Performance Inspection package is designed for customers who need to optimize system performance with a basic degree of support services.
Packages are available for the following systems	Packages are available for the following systems	Packages are available for the following systems
Building Automation	Building Automation	
HVAC	HVAC	HVAC
Security	Fire & Life Safety	

ADVANTAGE SERVICES AGREEMENTS

Tailored to Meet Your Needs

When the selected plan is paired with a specific system service package, the result is a tailored service program that ensures your building automation, HVAC, security, and fire and life safety systems are operating at peak levels. Our goal is to constantly look for ways to improve the performance of your facility while keeping your costs low.



ENERGY PROGRAMS

Energy Services are available to complement any service package. These services help minimize energy consumption and its environmental impact by further optimizing building and equipment performance.

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